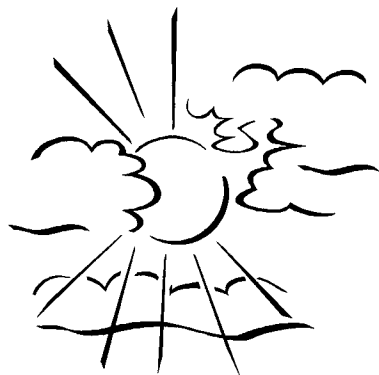


***Department
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Human
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Prepared by the
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*Important story at this spot

Articles in Today's Clips

Wednesday, July 6, 2005

(Be sure to maximize your screen to read your clips)

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*Booth Newspapers are not available today online, their host facility has a power outage

Lansing State Journal
July 6, 2005
News Briefs

Woman convicted of murder in toddler's death in bathtub

PONTIAC - A jury has convicted an Oakland County woman of first-degree murder for putting a toddler in a bathtub of scalding water and letting her die of the injuries.

After being convicted Friday, Letitia Johnson, 28, of Orion Township, was expected to receive a mandatory sentence of life in prison July 22.

Prosecutors said Johnson, a mother of seven, took the nearly 2-year-old girl and held her in a tub of scalding water, causing burns the night of Dec. 18. The child died of dehydration from the burns hours later.

Posted: 6-29-2005
Ocean's Herald Journal

Baby's death still under investigation

Heat and hyperthermia were said by police to be the cause of death of 3-month-old Michael McClure left in a car last week on 88th Avenue in Weare Township south of St. Joseph's Church.

Oceana Sheriff's Lt. Buzz Angell said Monday the incident remains under investigation. The boy was the son of Sabrina and Christopher McClure of San Diego, Calif.

"We all miss him badly," said the boy's maternal grandmother Debra Giraitis of rural Hart.

"What can you say. I just hope they don't prosecute my daughter over this. She's lost enough."

According to Giraitis, Sabrina and the baby came from California for a visit and Sabrina recruited some friends from the Baldwin area to help pick up hay, Sunday, June 19. Because there was more hay to pick-up, Giraitis said, the group volunteered to stay another day instead of going back if her daughter and friends could pitch a tent.

The group stayed at the Giraitis home until approximately 2 a.m., Giraitis said, and returned to the tent where they talked until approximately 5 a.m. before falling asleep. Because the air temperature dropped to 48 degrees, Giraitis said Sabrina put the baby in the car to keep him warm, and the group took turns checking on him.

"They weren't drinking or doing anything like that," Giraitis said. "They checked on him. The next time they checked on him, he was gone. They had the car under a shade tree it wasn't even 2 feet from the tent. Everything was in the shade." Giraitis said the tinted car windows were open.

"The temperature inside a vehicle can rise as much as 20 degrees in 10 minutes. When left in a hot vehicle, a young child's core body temperature can increase three to five times faster than that of an adult, causing permanent injury or even death," said Holly Alway, coordinator for Mason Lake Oceana SAFE KIDS, in response to the death. For example, when the outside temperature is 93 degrees Fahrenheit, even with a window cracked, the temperature inside a car can reach 125 degrees Fahrenheit in just 20 minutes and approximately 140 degrees in 40 minutes, according to Alway.

"They said it was probably 70 degrees outside when this happened," Giraitis said. "She's (Sabrina) devastated and whole family is devastated. She thought she was protecting Mikey, and it was just the wrong thing to do. Sabrina was not that type of person to neglect him."

Giraitis' son-in-law Christopher is in the Navy, and had to fly-in from Guam, following the baby's death.

In addition to his parents, Michael is immediately survived by Giraitis and her husband Michael, Jerome Essex of Hart, Polly McClure and Chris Gill of Fountain, Christopher McClure and Cindy Spencer of California. Services were last Saturday in Hart.

Man gets jail time for hurting child

Michael Lozada says, "I'm sorry," for putting 2-year-old in coma for 17 days

By **RICHARD HARROLD** Staff writer
HollandSentinel.com

Wednesday, July 6, 2005

GRAND HAVEN -- Robert Rodriguez said five years in prison isn't nearly enough for the man convicted of nearly killing his 2-year-old daughter.

But outside the Ottawa County courthouse in Grand Haven, where Michael Lozada, of Holland, was sentenced to five to 22 1/2 years for shaking a toddler so severely it caused bleeding on her brain, Rodriguez said he holds no grudge.

"Five years is too short," Rodriguez said. "But I have no hard feelings for him."

Rodriguez now has custody of his daughter, Rayleen, who, at the time of her injuries, was staying with her mother and had been left alone with Lozada, her mother's former boyfriend.

Lozada, 32, stood quietly Tuesday with his head hanging as he awaited sentencing. His right hand shook uncontrollably until he grasped Circuit Judge Calvin Bosman's bench just before Bosman sentenced him.

When Bosman asked Lozada if he had anything to say, Lozada replied, "I'm sorry."

Lozada pleaded no contest on May 4 to first-degree child abuse. While not an admission of guilt, a no contest plea results in a conviction. Because of three prior felony convictions, he could have been sentenced to life in prison.

Lozada's family members, who attended Tuesday's sentencing, don't believe he was responsible for the 2-year-old's injuries, which Lozada reported on May 12, 2004.

"I know for a fact that something had happened to (Rayleen) the night before, that he didn't do this," said Lozada's brother, Richard Lozada, outside the courtroom.

When asked why Lozada pleaded no contest if he wasn't responsible, his brother said it was because they didn't know about a statement made to police by an unnamed witness alleging the injuries were caused by someone else the day before.

"We didn't have that information until after the plea," said his brother.

A pre-sentence report acknowledges a witness reported the possibility Rayleen's injuries were sustained the day before Lozada brought her to Holland Hospital for emergency treatment, but doctors discounted that assertion, according to the report, concluding her injuries were caused shortly before her arrival at the hospital.

Rayleen was in a coma for 17 days, but her father said she has recovered well.

"She's doing fine," Rodriguez said. She's back home with him and recently celebrated her third birthday.

"She does everything a 2-year-old does," Rodriguez said. "But we really don't know how things will be for her in the future."

Lozada initially told authorities the girl had fallen out of her crib. Medical experts testified in July 2004 the child's injuries could not be completely explained by such a fall because the head injury was so severe it caused the brain to break apart.

In a prepared statement read to Bosman by an official from the prosecutor's office, Rodriguez said he spent the night at the hospital with Rayleen not expecting her to survive because the doctors told him it was unlikely she would live through the night.

Contact Richard Harrold at richard.harrold@hollandsentinel.com or (616) 546-4267.

Budget must protect children

The June 30 op-ed piece, "GOP House budget hurts the poor," by Rep. Chris Kolb and Department of Human Services Director Marianne Udow is a powerful, articulate, and well-reasoned call to action to protect our state's most valuable resource: our children.

If slashing funds and cutting services for our most vulnerable citizens is what conservatives mean

when they talk about "family values," then perhaps it's time to question whether they can fairly represent our interests as the compassionate people many of us profess to be within the state government.

LISA RAJT
Oak Park

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Letters become the property of The Detroit News.

GRANHOLM: LEGISLATURE MUST DEAL WITH CRISIS

Michigan's economy is in a crisis and the Legislature has not sent her any bills to address that situation, Governor Jennifer Granholm said Tuesday, calling this 93rd Legislature so far "extremely unproductive."

"They have put on my desk about 50 bills that range from reapportioning the Potato Commission to the dead animals composting act, to, I know they're still wrangling with repealing the horseshoers lien act, when our economy is in crisis," Ms. Granholm said in an interview with Gongwer News Service. "So we need to get serious about restructuring the state's economy and putting people to work."

The governor also said that major differences remain between her administration and the Legislature on the 2005-06 budget, which she said has proven to be the most difficult of the three in her administration to complete.

Restructuring the state's economy is like "turning a battleship," she said, but even though it will be a long-term project to change the economy, positive signs are starting to appear in Michigan's economic landscape.

Looking ahead to the 2006 election, Ms. Granholm also said that she intended to be honest with the voters about the difficulties that the state is having and will face in converting its economy. People will understand the difficulties, she said, and she was confident that she could win re-election even if the state's overall unemployment rate is little changed from its current 7.1 percent.

And with a message of building jobs and "courageous" economic restructuring, Ms. Granholm said Democrats could also retake both the Senate and the House.

Ms. Granholm said that while the Legislature is taking a break, she hoped there is "not much of a pause of action" in the Capitol.

She released a letter to lawmakers Tuesday (shortly before the Senate announced it canceled its Wednesday session; the House previously said it would meet, but no voting is expected) saying that while she hoped all had some rest during the Fourth of July weekend, "unfortunately, our time for rest was short."

The letter said, "No significant legislation to create jobs, expand education opportunities, protect children or restructure our economy has reached my desk." She called for the Legislature by August to send her legislation giving tax breaks to businesses without "shifting the burden to Michigan families," making a "significant investment" in new technology businesses, revamping the Merit Award, enacting her "Jobs Today" proposal on downtown development and school construction, protecting children from sex offenders and putting restrictions on violent and sexually explicit video games.

In the interview, she said so far the Legislature has sent her less than a third – 54 to be specific – of the bills she signed a year ago when there were 186 acts signed by this time.

Traditionally, though, the pace of legislative bill passing is slower in the first year of a Legislature than in the second. By this time in 2003, for example, Ms. Granholm had signed 37 bills.

While recognizing the difficulties lawmakers and her administration face in enacting the budget and working on economic issues, Ms. Granholm was very critical of the Legislature's work on the budget and economic policy.

Ms. Granholm was encouraged that lawmakers were coming to her way of thinking on the need to restructure the state's economy, on enacting "tax relief" for the state's manufacturing businesses and to make changes to the Merit Award. All of these proposals are "interrelated," she said, but considerable work needs to continue to resolve these issues. Those issues will all be part of what the legislative/administration workgroups will review when they begin this week, Ms. Granholm said.

Because the budgets for the first two years of her administration were focused on cutting, Ms. Granholm said the budget for the 2005-06 fiscal year "has been the most difficult because we have cut so much. And the question is how do we balance the budget and preserve the quality of life. We've proposed a balanced budget that does that."

But there are wide gaps between what she has proposed and what the two houses of the Legislature have thus far proposed. While she said the Senate and the administration are closer in many respects, she was sharply critical of the House-passed omnibus budget bill, both in how it was passed and in what it does.

"The House had a much more draconian budget proposal," she said, adding the House version was also a very partisan budget proposal, she said. "You know, they say they don't want to pick winners and losers and yet they picked winners in areas represented by Republicans and losers in areas represented by Democrats. That's not the way it's going to end up however."

Asked how the "Price of Government," the book both her administration and legislators had taken as their guide to developing the budget, had influenced the process, she said of the House process it had influenced it dramatically.

"When you introduce a bill on a Tuesday and vote it out on a Wednesday and have no hearings whatsoever on the ramifications of that bill, I think it has changed entirely, dramatically the situation," she said of the omnibus bill. "You have all kinds of unintended consequences that come from a budget process that is so cloaked. You need transparency in a budget process, you need people who are affected to come and saying, 'This how I'm going to be impacted by this cut.' And often when you are transparent often citizens come with better ideas on how to structure your budget."

Ms. Granholm said she was "shocked" by how little public input there was into the House omnibus budget.

Many of her own budget proposals – such as a provider tax on physicians and more money for high school students – did not survive in the legislative process, and Ms. Granholm recognized there would be other changes as the budget talks progress.

Asked when the budget is completed if she would have to accept that Medicaid recipients may have to pay more in co-pays for treatments and pay premiums for coverage than she had anticipated, Ms. Granholm said she might. But the Republican proposal for co-pays and premiums represents a cost shifting, she said, and just as legislators have criticized cost shifts in other areas they need to be careful not to see their efforts bounce back with higher costs on businesses and taxpayers if individuals cannot get medical services.

Drafting the budget is integrated and integral to the longer-term, harder task of converting the state's economy from its heavy manufacturing base to a more high tech-based economy, the governor said.

While the state still ranks in the worst tier of states in terms of unemployment, and while state revenues – while appearing to recover somewhat this year – remain stagnant, the state is starting to see its efforts to attract new businesses into Michigan pay dividends, Ms. Granholm said.

“We are seeing a massive shift,” she said. The number of international research and development headquarters that have located in Michigan have increased, as have the number of small businesses, plus the fact the state remains number 2 in terms of business locations according to Site Selection magazine shows Michigan is attractive to businesses, she said.

But more needs to be done to expand the state's image globally and make it a part of the international economy. Turning in her chair and rushing to the conference room's bookshelf, Ms. Granholm seized a copy of “The World is Flat” by New York Times columnist Thomas Friedman and said the book, which discusses the global economy, is a “clarion call” to Michigan to enact changes to attract international business.

“This is a call to action,” she said. “We have got to wake up.”

Still, she acknowledged making these changes are difficult, like “turning a battleship.” And the changes will have to be part of her re-election campaign in 2006.

“It's a tough, hard message,” she said, but she will be honest with the voters because they need to understand what it will take to turn Michigan around for the long-term. People understand change cannot be done with the snap of the fingers, she said.

Even if the unemployment rate remains at roughly where it stands, Ms. Granholm said she could win re-election.

The bulk of the state's job losses in recent years happened during the last two years of former Governor John Engler's administration, when the state was losing some 7,600 jobs a month, said Liz Boyd, Ms. Granholm's spokesperson. Under this administration, the average job loss figures have been 2,500 a month while the total number of people working has actually gone up.

Voters understand both the hard work of restructuring an economy and that a governor cannot negotiate trade policies or make executive decisions that affect the sales of cars by its largest manufacturers, Ms. Granholm said.

Ms. Granholm also said that with a message of “job creation and courageous economic restructuring,” not only could she win re-election, but Democrats could regain majorities in the House and Senate.

Looking ahead to the election and the chance she will face Alticor heir and millionaire Dick DeVos as her Republican rival, Ms. Granholm was asked if she would refuse public funding of her campaign in order to raise more money to face the potential funds he could bring to the race. She has not focused on it, she said.

But though she expected an expensive, tough campaign, Ms. Granholm said in referring to Mr. DeVos that the voters of the state could not be bought.

TEN COMMANDMENTS: Earlier this year Ms. Granholm said she personally would not be troubled with displaying the Ten Commandments in the Capitol, and with the Capitol Committee scheduled later this month to look at possibly allowing a display of the Ten Commandments as a part of a historic display, she was asked what good a display could actually do.

It could have value, she said, in showing students the basis for codes of behavior and the development of laws. Displaying a code of conduct was not a bad thing, she said, and it would not have to be limited to just the Ten Commandments, but similar proscriptions from other faiths.

Posting the Ten Commandments would not add jobs in the state, Ms. Granholm volunteered. But she said: “is there a harm to placing a display in the Capitol? I think it can be done.”

WINE SHIPMENT: Ms. Granholm said she did not back legislation that would completely outlaw all direct shipment of wine from both Michigan and out of state wineries. While the state had to ensure that direct shipments dealt with only wine and not “moonshine” to protect children, it is important to state wineries that legislation allowing limited shipments for personal consumption be allowed, Ms. Granholm said.

LEGISLATURE UPSET AT CLAIMS: The governor’s charge that the Legislature is “unproductive,” raised the hackles of legislative spokespersons.

Ari Adler, spokesperson for Senate Majority Leader Ken Sikkema (R-Wyoming), bristled at the comments and said the Legislature is meeting in workgroups this summer to work on the issues.

“We’re not on vacation,” he said, in reference to the fact that the Legislature usually takes July and August off. “We have certainly taken care of some things that needed to be taken care of. In reality, we are being careful and we won’t pass legislation that is flawed.”

Mr. Adler said it is unproductive for the governor to point fingers, and she should instead be working with the House and Senate on the issues.

“It is incredibly hypocritical of the governor to suggest the Legislature is ineffective,” he said. “After all, much of our time has been spent addressing her tax and bonding proposals, which have proven unworkable.”

Matt Resch, spokesperson for House Speaker Craig DeRoche (R-Novi), said the number of bills passed is not a sound measure of a Legislature’s effectiveness.

“We were able to slow down a train that was going in the wrong direction,” he said of Ms. Granholm’s budget and tax proposals. “This has been one of the most effective terms in the House in a long time.”

Food Bank of Oakland County, Gleaners sign off on merger

July 04, 2005

Crain's Detroit Business News

The boards of directors of **Gleaners Community Food Bank of Metro Detroit** and the **Food Bank of Oakland County** have approved the merger of the two nonprofit agencies.

The two food banks began operating as **Gleaners Community Food Bank of Southeastern Michigan** on Friday.

The two boards also established a new board of directors to oversee the merged food bank. Ned Greenberg, vice president and general counsel at **Data Net Quality Systems** in Southfield, will chair the new organization.

Also serving on the new board are:

- **Pat Berwanger**, a community volunteer, as senior vice chairman.
- **Catherine Genovese**, owner of **Candy Cane Christmas Tree Farm** in Oxford, as vice chairwoman.
- **Vivian Pickard**, director of corporate relations at **General Motors Corp.** in Detroit, as vice chairwoman.
- **Wesley Van Houten**, CEO of **SCI Floor Covering** in Southfield, as treasurer.
- **Bill Winkler**, assistant director of planned giving at **Wayne State University** in Detroit, as secretary.
- **Agostinho Fernandes Jr.**, Gleaners president, who will become CEO and president of the merged food bank.

Icopod, sweet Icopod

Campers at Mill Creek have a chance to stay in new shelter, voice opinions on the structure

*By DAVID HUFFMAN
Mackinaw Journal Staff Writer
Cheboygan Tribune
July 6, 2005*

MACKINAW CITY - Campers who pitch their tents at Mackinaw Mill Creek Campground will now be able to lend a hand in humanitarian aid by staying in and commenting on a recently developed, low-cost shelter, created to aid in disaster relief and ease homelessness.

The Icopod structure, developed by Icosa Village as a humane housing alternative, is a small geodesic-looking dome made from a low-cost cardboard material. Though it looks as though it is constructed from packaging material, the pod has a life expectancy of approximately five years and is designed to be both insulated and fire-resistant.

Tested across the globe in such places as Switzerland, Spain and Africa, the pod is being tested for the first time in the diverse climate of Northern Michigan and will be available as a special rental cabin throughout the summer.

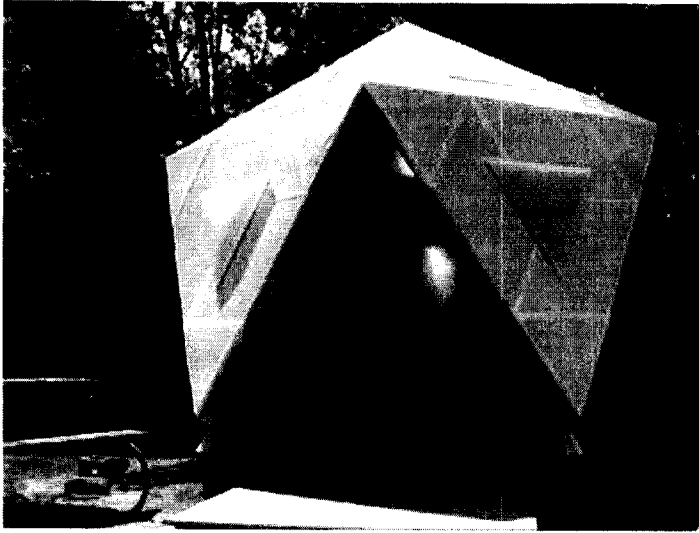
The campground pod can sleep four comfortably and will be outfitted with modern-day essentials including microwave, fan and small refrigerator. Inhabitants will also be asked to comment and make suggestions on a special Web site, giving creators real world feedback on the structure.

After seeing the pod's designer, Sanford Ponder, on Tech TV, Frank Rogala of Mackinaw Mill Creek Campground tried for two years to get an Icopod to Northern Michigan, he said. With tens of millions of people around the world facing life-threatening loss of housing, Rogala sees this as more than a business opportunity.

"It's more of humanitarian donation," Rogala said. "It's an unusual, unique thing for the area."

Further information on Mackinaw Mill Creek Campground and its Icopod is available at www.campmackinaw.com . Additional information about Icosa Village is available at www.icosavillage.com .

[Print this story](#)



The Icopod structure, a recently developed, low-cost shelter created to aid in disaster relief and ease homelessness, has recently been erected at Mackinaw Mill Creek Campground to see if it can withstand the Northern Michigan climate. Campers can stay in the shelter but will be asked to comment on their stay to give creators real world feedback on the structure's pros and cons.

Cheboygan Tribune
July 6, 2005

No Movement on Either Side to Resolve Minnesota Shutdown

By MICHAEL WILSON

Published: July 6, 2005

The New York Times

The first partial government shutdown over a budget dispute in Minnesota's 147-year history, entering its sixth day today, has kept 9,000 of the 48,000 state employees home as lawmakers remain divided along party lines over financing for education and health care.

The effects of the shutdown on the public seemed minor yesterday and through the holiday weekend. A court order kept open services deemed critical to health and safety, leaving the Transportation Department with the most closings, affecting 4,000 workers. All but eight highway rest stops were closed, and people could not obtain new driver's licenses.

Parks remained open over the weekend, and the centennial celebration for the Minnesota Capitol went off as planned on Monday. Colleges and universities remained open, as did historic sites.

The partial shutdown began on Friday, when the previous budget expired without a replacement. Officials say there is a \$200 million gap in the \$30 billion two-year budget. Talks resumed yesterday afternoon in the Capitol, with representatives of Gov. Tim Pawlenty's office and four legislative caucus leaders receiving a report from a tax working group of the Legislature.

Members of the Democratic-Farmer-Labor Party have proposed a "lights-on" bill that would allow government agencies to continue to operate, but the measure has repeatedly failed to pass the Republican-controlled House. Republicans have said such a bill would remove urgency from the issue.

"Lights on for state government is lights off for education," Steven A. Sviggum, the Republican speaker of the House, said. "It institutionalizes gridlock. It relieves the pressure that builds that helps and forces us to make a decision."

The workers kept home will use vacation time until a budget is passed, but if the shutdown extends past two weeks, they will be formally laid off. That date, July 15, is considered the next critical deadline for breaching the impasse.

Supporters of Governor Pawlenty, a Republican, have accused Democrats of orchestrating the shutdown to embarrass him. In a recent poll for The Star Tribune of Minneapolis, Mr. Pawlenty earned a 56 percent approval rating while the Legislature received 40 percent.

State Senator Dean E. Johnson, the Democratic leader, denied that there was any plotting behind the shutdown.

"It's never, ever, ever been discussed," Mr. Johnson said yesterday on public radio. "The governor of this state backed himself in a corner with a no-new-tax pledge."

Minnesota is not the only state that missed a July 1 deadline for a new budget this year, but it is the only one to have a shutdown, said Arturo Perez, a fiscal analyst for the National Conference of State Legislatures.

In North Carolina, the General Assembly averted a shutdown only by passing a temporary spending bill, keeping offices running until July 20. Wisconsin missed its deadline, but the existing financing is automatically continued. California, Oregon and Pennsylvania are also operating without signed budgets.

Granholt Unveils Blueprint for Preventing Unintended Pregnancies; Initiative Includes “Talk Early, Talk Often”

July 6, 2005

LANSING – Governor Jennifer M. Granholm today unveiled a new pilot program entitled, “Talk Early, Talk Often,” designed to offer parents a resource for talking with their middle school-age children about abstinence and sexuality issues. The “Talk Early, Talk Often” pilot is part of the Granholm Administration’s Blueprint for Preventing Unintended Pregnancies that includes two other initiatives: increased access to family planning services for low income women and contraceptive equity for men and women.

“Parents should be the primary sex educators of their children, and we want to lead the way by giving them the tools they need to talk frankly about issues involving abstinence and sexuality,” Granholm said. “When armed with information and the tools they need to communicate effectively, parents can be instrumental in providing critical messages to their children that can help them abstain from sexual intercourse. By doing so, they can help them avoid early and unintended pregnancy as well as the threat of HIV and sexually transmitted diseases.

“If all pregnancies were intended, the state would see significant reductions in infant mortality, child abuse, child neglect, and abortion,” Granholm added.

The Michigan Parent Teacher Student Association (MPTSA) has been instrumental in the creation of the pilot program, which will be shared with parents in a series of school district-sponsored meetings this fall.

The Michigan Department of Community Health has submitted a request to obtain federal approval for a waiver to expand eligibility for family planning services for low-income families. The waiver would ensure that all men and women of child bearing age have access to family planning services by expanding Medicaid eligibility to low-income women of child bearing age without insurance coverage.

It is estimated that each public dollar spent to provide family planning services saves an estimated \$3 that would otherwise be spent in Medicaid costs for pregnancy-related care and medical care for newborns, according to national Medicaid research.

Finally, Granholm said that all women and men should have ready access to the full range of contraceptive options, thus increasing the likelihood that each sexually active man or woman has an available contraceptive method that is most convenient and which she/he is willing to use.

Granholm said she supports passing contraceptive equity legislation. Senators Beverly Hammerstrom (R-Temperance) and Martha Scott (D-Highland Park) have introduced Senate Bills 431 and 432 that, if passed, would require insurers who provide prescription drug coverage to include all U.S. Food and Drug Administration (FDA) approved contraceptives.

“Unintended pregnancy is an issue that affects public health, our economy, and our society, because one way or another, we are all affected by its impact,” said Dr. Kimberly Dawn Wisdom, Michigan Surgeon General. “Working together, we can ensure that every pregnancy is an intended pregnancy.”

The Michigan Department of Community Health’s Pregnancy Risk Assessment Monitoring System (PRAMS - a survey of maternal experiences and behaviors before and during a woman’s pregnancy) data for the year 2001 shows that 40.6 percent of pregnancies were unintended.

The total cost to Medicaid for the delivery of a baby and first year of life is \$11,528 – with the cost of delivery averaging \$6,197 and the cost of first year of life services averaging \$5,331. In FY 2000, the state Medicaid program paid for prenatal, delivery and post-natal care of roughly 26,000 unintended births. Each birth cost Medicaid \$11,000, which translates to \$286 million in costs for Michigan.

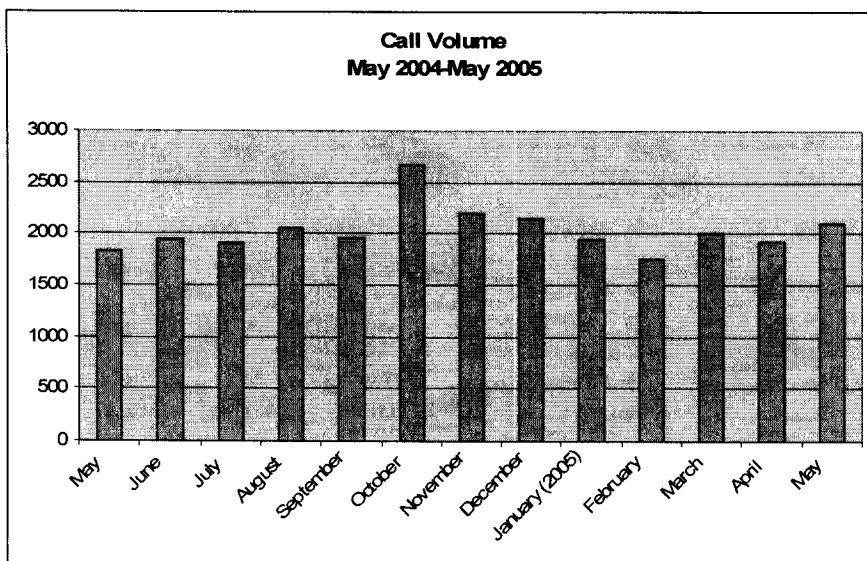
If Michigan can reduce the number of unintended pregnancies by 10 percent, it would save the state over \$27 million in Medicaid expenditures annually.

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For more information, visit www.michigan.gov/miparentresources .

211 CALL CENTER REPORTS

The Volunteer Center of Battle Creek issues monthly reports on activity at the 211 Call Center. The center is the first of its kind in Michigan, set up to make it easier for Calhoun County residents and people in surrounding areas to find health and human services assistance.



The total number of calls in May 2005 was 2,093.

Figure 1 demonstrates that call volume runs in a cyclical pattern throughout the year with the lowest call volumes occurring in the spring/summer months.

Figure 1

Top Referred Services

1. Utility bill payment assistance (502)
 - a. Gas bill assistance (292)
 - b. Electric bill assistance (163)
 - c. Water bill assistance (47)
2. Food pantries (169)
3. Rent assistance (110)
4. General apparel (52)
5. Household goods (36)
6. Dental Care (25)
7. Prescription Expense Assistance (24)
8. Subsidized Rental Housing (23)
9. Diapers (22)
10. Emergency Shelter (20)

Figure 2 represents the top services clients were referred to during the month of May along with the number of referrals for that service. Referrals for utility bill payment assistance remain on top of the list.

In the month of May, client gender was a 69/19/12 (female/male/not recorded) breakout. This is a typical breakout for the 211 Call Center.

Figure 2

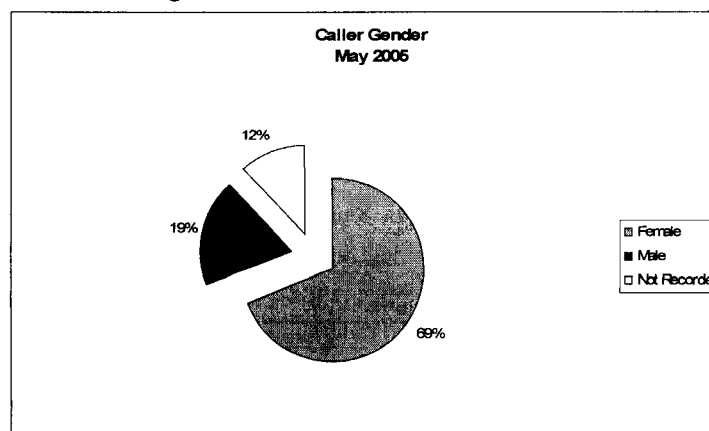
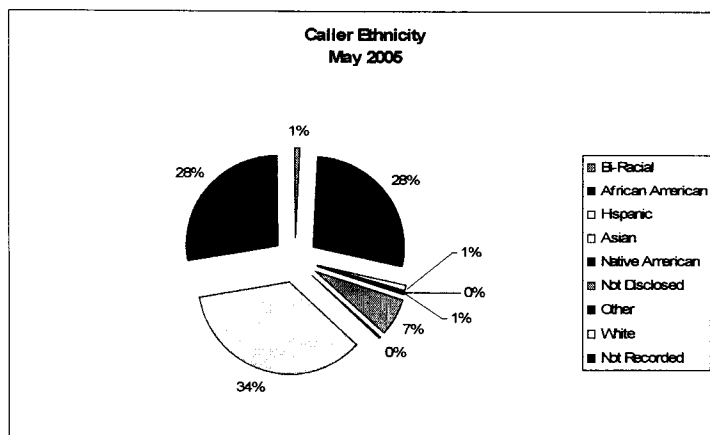


Figure 3



Ethnicity is asked of each caller that utilizes the call center. The client can choose to “not disclose” their ethnicity. The “not recorded” number reflects those individuals that were anonymous callers or calls that came from agencies on behalf of a client.

Figure 4

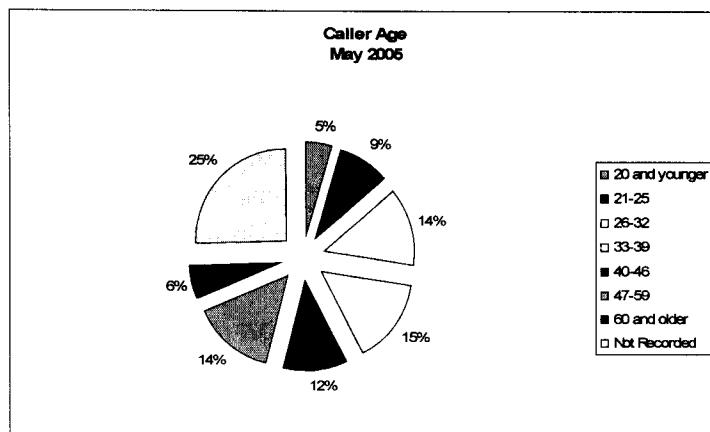
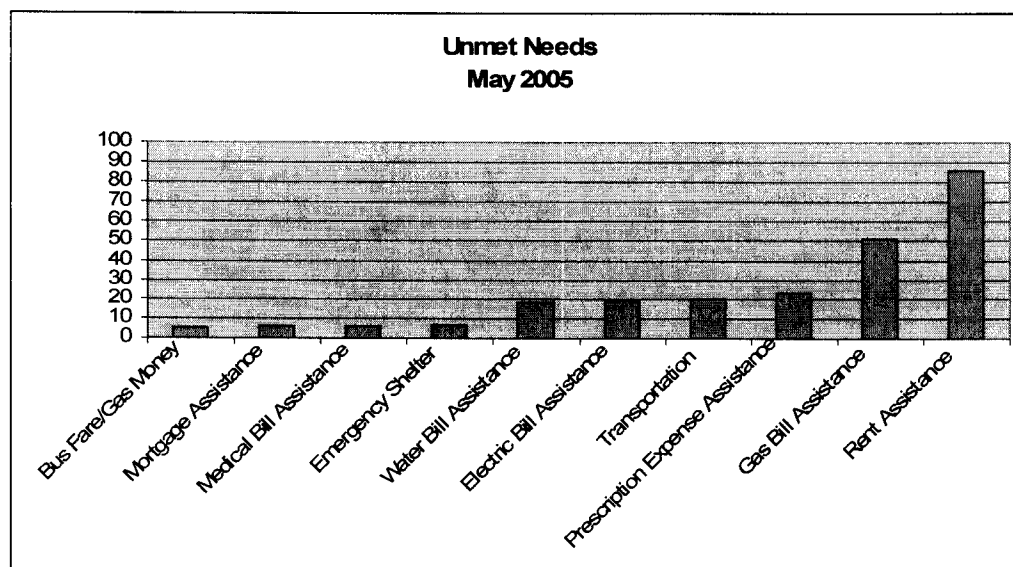


Figure 5 represents the age of those clients contacting the call center. The 25% “not recorded” calls include calls from agencies, anonymous callers and callers that hang up or dialed the wrong number.

Figure 5



The top unmet need during the month of May was rent assistance (86 unmet needs). There were 51 unmet needs for gas bill assistance in May, and only one of those were due to programs being full or out of resources.

Figure 6

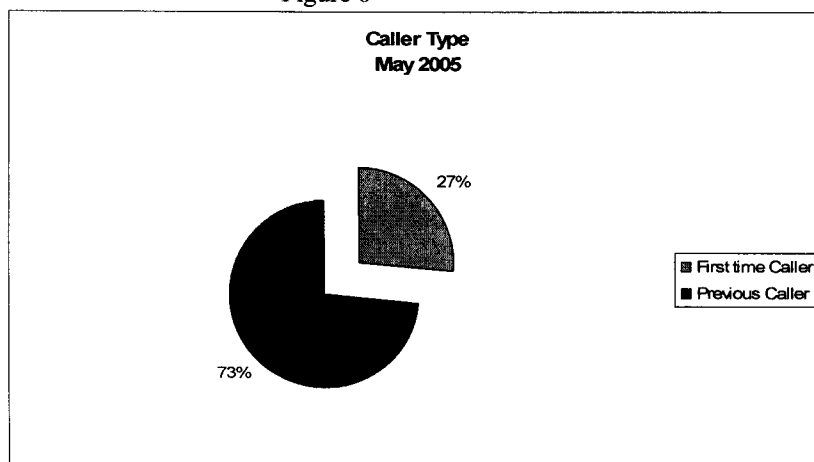


Figure 7 breaks out the “caller type” that utilizes the call center. During the month of May, 27% of callers utilizing 211 were first time callers. This is a typical breakout.

Figure 7

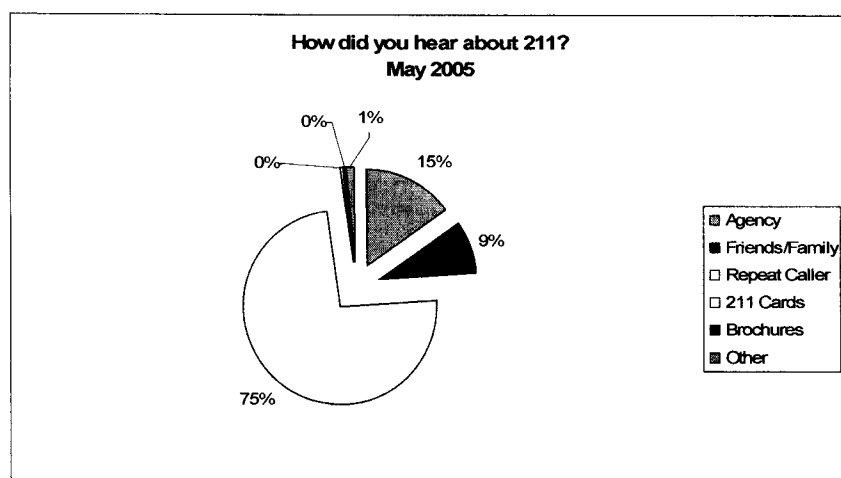
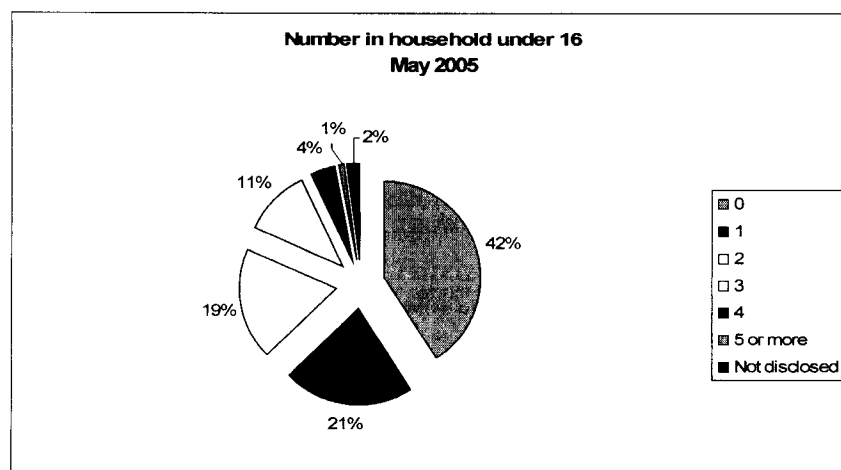


Figure 8 depicts how people heard about 211. Seventy-five percent (75%) of 211 callers have had past experience with the service. The category “other,” includes callers hearing about our services through the following media: 211 posters; radio or newspaper; the phone book; United Way materials; at school; or in the workplace.

Figure 8



This question identifies the number of callers with children under the age of 16 in the household. In May, 56% of callers had children below the age of 16 years old in the household.

Figure 9

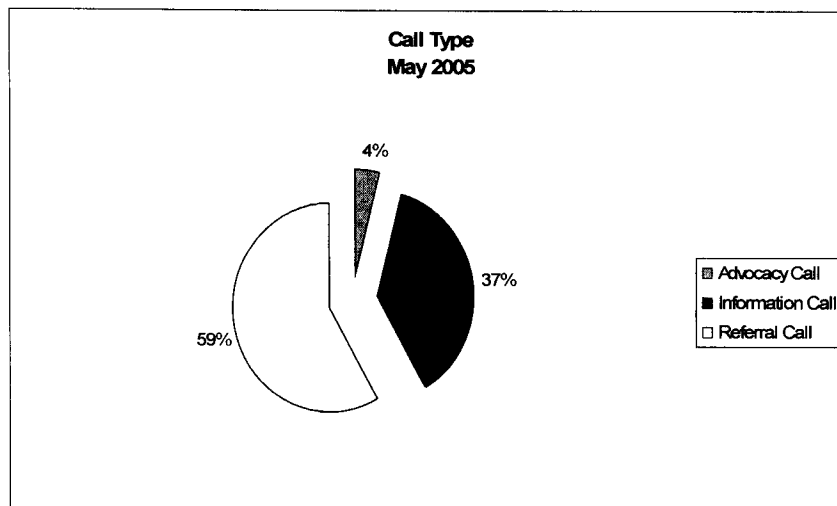


Figure 10

Figure 10 breaks out the types of calls received in May. There are three basic call types: information, referral and advocacy. An information call is one where the caller is looking for information; this could be phone number validation, hours, etc. A referral call is a call where a referral is given to one or more services. An advocacy call is where 211 staff offer advocacy to ensure that people receive the benefits and services to which they are entitled and that organizations within the established service delivery system meet the collective needs of the community. Advocacy efforts proceed only with the permission of the caller. Referral calls made up the majority (59%) of the calls taken in May.

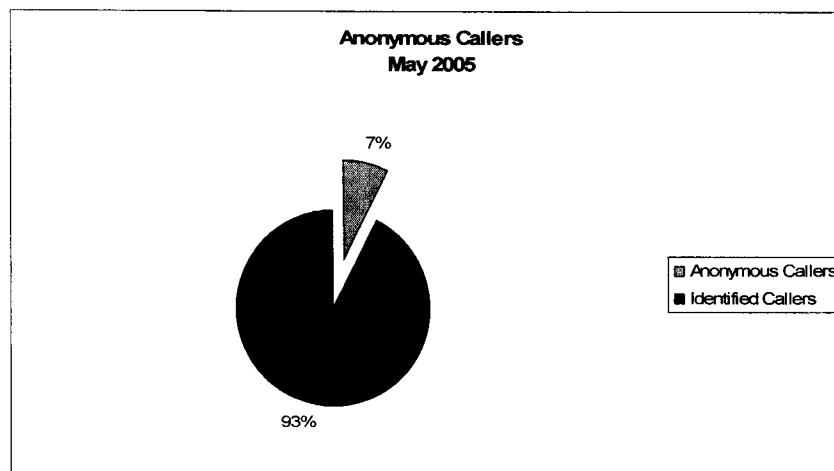


Figure 11 indicated the percentage of callers in May (7%) that were anonymous. Each person that calls the 211 Call Center has the option of remaining anonymous. This means that no personal contact information is associated with the call.

Figure 11



when you don't know who to call...

*A Service of the Volunteer Center of Battle Creek
in partnership with United Way of Greater Battle Creek*